

## **Ombudsman Program Background And Authority**

The Ombudsman Program was established and mandated under Federal Older Americans Act authority. The primary role of the Ombudsman is to advocate for the rights and interests of residents in long-term care facilities.

In 1983 the North Dakota Legislature passed, and the Governor signed into law, Senate Bill 2070, establishing a statewide Long-Term Care Ombudsman Program.

The Ombudsman Program is administered through the Department of Human Services, Aging Services Division.

## **What Does The Ombudsman Do?**

The Ombudsman receives, investigates, and resolves complaints affecting residents of long-term care facilities;

Answers questions and provides information and referral service; Promotes residents, family, and community involvement with long-term care facilities;

Promotes community education about long-term care issues;

Coordinates efforts with other agencies and organizations concerned about residents in long-term care facilities; and

Identifies issues and problem areas, and recommends changes in laws, rules, policies, and procedures.

## **What Types Of Problems Does The Ombudsman Handle?**

Problems related to the rights of residents of long-term care facilities, as residents and citizens;

Concerns about the care or treatment provided in areas such as admission, health service, drugs, food, patient funds, and transfer or discharge;

Problems with billing and charges or Medicare and Medicaid benefits; and

Requests for information.

## **Who Does The Ombudsman Serve?**

Residents of nursing facilities, basic care facilities, hospital swing beds, sub acute, transitional settings, and assisted living facilities;

Their families and friends;

Employees and administrators of long-term care facilities;

Various regulatory, certification and other agencies; and the general public.

## Contact Information:

### Aging Services Division

N.D. Dept. of Human Services  
600 E Boulevard Ave Dept 325  
Bismarck, ND 58505-0250

Telephone: 701-328-4601  
Toll Free: 1-800-451-8693  
TTY: 701-328-3480

Fax: 701-328-4061  
Email: [jehrhardt@nd.gov](mailto:jehrhardt@nd.gov)

## Non-Discrimination Policy

The N.D. Department of Human Services makes available all services and assistance without regard to race, color, national origin, religion, age, sex, or handicap, and is subject to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, as amended.



## Aging Services Division

# North Dakota Long-Term Care Ombudsman Program

Dedicated To Enhancing  
The Quality Of Life  
For Older & Physically  
Disabled Persons